Dodge County, State of Wisconsin
Information Technology
Wednesday, June 18, 2014

Minutes of the Wednesday, June 18, 2014 Information Technology meeting held in the Dodge County Administration Building, in Room 1A, 1st floor in the Dodge County Administration Building, 127 E. Oak Street, Juneau, WI at 6:00 pm.

Members Present:	Duchac, Maly, M. Bobholz, J. Bobholz
Members Excused:	Houchin
Also Present:	Ruth M. Otto, Director of Information Technology, Jim Mielke, County Administrator, Scott Smith, Chief Deputy, Dodge County Sheriff's Office.

Meeting called to order at 6:00 PM by Supervisor Maly.

Supervisor Maly acknowledges that sufficient members of the Information Technology Committee are present and therefore there is quorum at start of meeting.

Supervisor Maly confirms compliance with open meetings law following brief posting report by IT Director.

Supervisor Maly explained the order of the meeting to the Information Technology Committee.

Motion by M. Bobholz, seconded by Duchac, to approve Information Technology Committee agenda as presented and to grant permission for IT Committee Chair to deviate from agenda as needed. Motion carried.

Public Comments.
Dale Schmidt read several statements as an employee of Dodge and a Dodge County resident:
- Mr. Schmidt was in full support of the New World project and even asked to be a part of the New World build team but was refused.
- Mr. Schmidt expressed the level of frustration amongst the employees and that the system is not meeting their needs to their jobs
- There is a functionality problem with the system and the answer always is "we are working on it"
- Dispatch can't use GPS and have to use the radio (what is your 1020)
- Criminal history is not available in patrol and that is a concern, as well as not being able to look up out-of-state plates/persons. DNR lookups do not work either which is a real problem.
- Why did we only look at 2 systems?

No Committee Member reports.

Motion by Duchac, seconded by M. Bobholz to approve amended minutes from Wednesday, April 16, 2014 of the Information Technology Committee meeting. Motion carried.

Motion by Duchac, seconded by J. Bobholz to approve minutes from Wednesday, May 14, 2014 of the Information Technology Committee meeting. Motion carried.

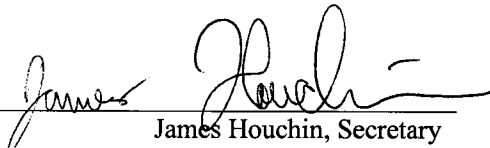New World Implementation Inspection Report
Supervisor Jeff Duchac and IT Director Ruth M Otto went through a report generated from a visit to departments within the Sheriff's Office to determine the status of the New World System from the standpoint of the employees of the Sheriff's Office. The report is included with the minutes of the meeting. Supervisor Janice Bobholz asked if addressing worked. The answer was it did but there was a concern about the semantics involved to verify an address. Scott Smith added that some addresses had issues in the former system as well. Scott also shared that the concerns raised in dispatch confirmed the department was setting up some in-house training in dispatch to be sure everyone does know how to enter an address or common name properly and get an accurate response. Supervisor Mary Bobholz questioned how much training was done and who had the training. Scott answered the question – everyone had training but there is always the need for more refresher training. Supervisor Janice Bobholz asked if there was redundancy of the system and the answer was no. The systems are backed up and properly maintained but there is not a cluster. She continued to talk about the old mug shot system, Imageware and how well it worked versus what she has heard is the longer workflow in New World in Intake. Scott Smith did comment on the issues in the Detective area, specifically evidence data that was converted from the former system. This data is difficult to find in the new system but some of the concerns raised by the detectives only apply to old data and not newly entered. Finally, the concern was made about other agencies and if they are working well. Otto responded that positive feedback is received from most but J. Bobholze suggested very few use the RMS portion of the system and for a reason.
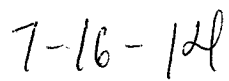
Under the IT Director's report the following were summarized and reviewed:

- Treasury/Land Information systems options are set up for site visits. A demo was made by both systems and the group is leaning towards Transcendent as it has all of the interfaces and has code enforcement. However, no decisions made until site visits are complete. Visiting Fond du Lac for Transcendent and Juneau for GCS.

- The Network Core testing has shown the problems are related to the SAN and how they are set up. The engineering firm is involved to help sort out the issues and put together a plan to fix the problems.

- Kronos training timelines were shared and that the project is moving as planned.

- A projection on the capital purchases for IT was shared with the committee. Much of the infrastructure has not been kept up and it requires planning to replace old SAN, servers and switches over the next couple of years.

Suggested next committee meeting date: Wednesday, July 16, 2014 at 6:00 PM in Room 1A, 1st floor in the Dodge County Administration Building, 127 E. Oak St. Juneau, Wisconsin.

Motion made by J. Bobholz, seconded by Duchac to adjourn the meeting. Meeting adjourned by Chair Donna Maly at 7:57 PM. Motion carried.

_____
James Houchin, Secretary

7-16-14
_____
Date

New Word Implementation Inspection

June 10, 2014

Jeff Duchac, Vice Chair Information Technology Committee

Ruth M. Otto, Information Technology Director

Overview

Director of IT, Ruth Otto and Jeff Duchac toured the Dodge County Sheriff's department and talked with many employees, supervisors and users of the Law Enforcement Management software New World that had been implemented within the last year. We visited each department and had useful dialog with many employees that are using New World to complete their daily tasks.

This is a very powerful program with modules that reach every corner of the operation, with the exception being the collection of warrants. This is a major implementation and includes years of old records to transfer and verify. It was pointed out that a change from "Clues" to Tiburon which occurred over ten years ago was not without challenges and adjustments. Tiburon had been customized and tweaked for Dodge County for many years, and changing work flow and habits can be difficult.

An update was installed the week of June 2nd which "solved" many identified issues. The overall ability of New World to connect all departments and jurisdictions within Dodge County is exciting, and many employees identified new abilities to communicate and share data. There are many concerns however; many that can be smoothed by training and user settings. New World needs to continue to provide timely support to link data and increase usability for the users.

"Global Jackets" seem to be a challenge. This came up in many discussions and was perceived to be the cause for slowing down work flow but it is recognized that this is a change in the way this system works over others. Global Jackets are the master file in New World Record Management System for each person, place, vehicle, etc. Global Jackets do require more information entered when compared to similar entries in our previous system. The additional work does result in more complete information in our records.

Another comment from various areas is the amount of front end work – setup, testing, and working directly with New World – directly impacted the end result and the user satisfaction and usability. Those areas that were on the most part content admittedly invested a lot of time throughout the build to ensure things worked as expected.

PATROL

Overall

We spent some time with Patrol and found this group on the most part to find the new system to be better than what they had. While there was similar functionality in both, the new system has provided additional capabilities that were not available to them in their old system. It is unknown if the additional capabilities would have been available with a Tiburon upgrade. In regards to the rollout and its pain points, the response was when the department moved from Clues to Tiburon, that rollout moved mobile from nothing to something so they had lots of time to work out the kinks because they were dependent on paper before. This conversion took them from the point of leaning on their systems to a new one so there was no time to work out any kinks – went cold from Tiburon to New World. Being a windows based system did make mobile a much user friendly application and much more intuitive to use. Much has improved since go live in September.

Mapping:

The mapping function is very powerful for patrol and now includes routing to call, a new feature for providing directions to address. What this means for patrol is, while the FTO (field training officer) does have to cover roads of the county, the patrolmen can find any road very easily through New World versus having to learn every road of the County. This especially helpful for new employees. Rural addresses did not always show a fire number when going live with New World but it does work now. The mapping feature is still cumbersome at times and some addresses do not work correctly but as a whole the consensus was it is very functional. It was also noted how excited they were to know that discussions were happening to take the current map out 5 more miles beyond Dodge County to better handle mutual aide.

Tracs:

The hyperlink from the incident was not always functional but now is. It provides immediate access to the details of either the Incident or the case (depending on what it becomes). All citations auto populate into New World. 27's (Driver's License lookup) and 28's (Plate lookup) now auto return, and printing works correctly.

Other:

Self-dispatch works well for certain calls, most incidents are entered by dispatch to allow the officer to focus on the stop for safety reasons. Self-initiated calls are limited for administrative and officer safety reasons. Only vacation checks and vehicle breakdowns are handled in self-dispatch. It was shared that the chat feature is very useful within New World and the cleared calls search is very powerful and useful. Mobile can now print TIME system returns, a feature that was not available until this last upgrade. The Common Names (alias for any address) data did not transfer from Tiburon to New World. It has largely been rebuilt but is always a work in progress. The addition of Common Names (change,

new or delete)) is able to be done "on the fly" and an entire system update is not needed as was the case with previous system.

Comments:

What was shared with Ruth and Jeff was the feeling that the Mobile portion of the system is probably the most changed, most robust and probably the very best of what was gained from New World. Some of what is felt outside can more relate to how much someone is willing to work in the system to do what you need it to do. A comment of - Officer "Safety" vs. Officer "Lazy" – was used by the employees interviewed to reference how some work over others. We were also reminded that law enforcement is "trained" to view negatives and so the need to be suspicious is a part of the culture of a law enforcement position.

DISPATCH

Overall

We spent some time with Dispatch and it was apparent right from the start that they were unhappy with many parts of the system. Some of what they shared can be associated with a new way of doing things (the dispatchers often preferred using a command line, but the windows/mouse system is much more intuitive), however some of what they shared could be interpreted as concerns that need further investigation.

A very prime example of that is the common name dictionary, as reported by Patrol. The Common Name (alias for any address) data did not transfer from Tiburon to New World. It has largely been rebuilt but is always, and will always be, a work in progress. The addition of Common Names (change, new or delete) is able to be done "on the fly" and an entire system update is not needed as was the case with previous system). It did appear the dispatchers had difficulty finding anything unless the name is typed exactly as it should be and completely (example is Walmart – will not find it if typing in Wal ... need to be completely spelled out. A command can be used to enter partial common names (=WAL, for example) that does bring a drop-down box of choices to select. This is a symptom of need for further, specific training for Communications Officers. Training plan has been in the works and example of this training will occur during the first week of July. Some things that were identified can be connected with data conversion, the rest can be related to training and willingness to change

Mapping:

The group expressed disappointment in how maps work on the system. The map was not user friendly to them and some chose to use other resources at times. Some of what was expressed appeared to be training issues (how to find the fire districts for fire/ems calls) while other mapping concerns were simply adjusting to the way the new system displays. The continued training for communications officers will help tackle address verification and map usage issues. When that occurs communications officers will also be better able to provide good, specific insight to their supervisors, and IT points of

contact, in sorting out address/ range issues present and any run card issues from deficiency in use of the system. Address/range and run card (layer that identifies what responder to send based on call type and location) issues are always areas that need specific attention and updates in an information management system.

AVL (Automatic Vehicle Location) was an issue when we visited. It was disabled when the upgrade occurred and it has since been rectified (as of June 11th).

Addresses:

Address verification is a concern of the dispatchers. Their perception is addresses must be typed exactly or do not verify and possible choices do not display on drop down lists. This is a combination of training and adjusting to the way the system handles verification. An example is a LANE – the old system used LN and the new system uses LA. What appears to be a failure to find is due to way it is entered. There is a feeling from the group that 20% of the problems have been resolved when it comes to mapping and one of those issues still is cross intersections (HWY 151 & HWY 33 as an example). Continued training for Communications Officers, with a session scheduled for the first week in July, will allow them opportunity to learn how best to enter an address and all necessary follow up. Currently, if a street or road name is entered without a road type (i.e. 123 Smith) a drop-down list of choices will appear. When communications officers learn how to best perform those entries this issue will subside. Also, it is always a goal to have every intersection in the county validate. However there will always be a need to be vigilant for those intersections and addresses/ ranges that do not validate correctly. That issue is not an uncommon one based on our experience with Tiburon. An increased presence of the Communications Director, on the floor in the Communications Center, will do great service to this learning and communication process.

Other:

The 911 calls do not correctly auto populate when rebidding a 911 cell call. The record does not updated automatically and the dispatcher has to manually attach the update to the call. We observed this and at this point are unclear of the resolution. This issue has been sent to New World Tech Support and is labeled as a "warranty issue" and work is on-going toward its resolution.

Another issue brought up was that an officer timer does not display any visible alarm after 5 minutes to remind the dispatcher to check on an officer on a call and there is no notification on the screen that a contact has been made. Work will be done to communicate this issue to IT personnel. It is currently believed the resolution to this can be accomplished in the settings of the CAD system.

During busy times – old calls can scroll completely off of the screen and be hidden. Further training with Communications Officers can include choices to move the Unit Status field, or choose to scroll down as needed. In addition Communications will work closely with IT to change settings so emergent calls always remain on top of field. Also, routine (such as jail transports) could be moved off of the Unit Status field and create more room for on-going calls for service. In addition, larger monitors are available that could increase screen space (17 inch to 22 inch monitors).

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WARRANTS (CIVIL PROCESS)

We stopped in with staff to understand how things are working with warrants. What became apparent to us as we talked is the need to bring data from former systems in more completely and more accurately and perhaps some additional training. The old historical (and recent) warrant data did not transfer correctly and a person is manually checking EACH paper record to verify data correctness. Example: Bond amounts did not come over. Continuing with data issues, Driver's License numbers are in two formats and must be manually changed to work correctly. "Short Form" data and many narrative reports did not transfer, so many comments (from old warrants) on warrants is not available. NCIC forms do not work – no address, bond amount, and DL# with dashes and Warrant status converted incorrectly. Closed warrants were not moved over with the correct date. A lot of this has required an employee to focus on warrants to confirm data in the system. This employee did feel though that once all of the data was fully available the system will be very nice.

RECORDS

We talked to employees about records and found things as a whole to work well. The only concerns expressed was the data conversion – missing narratives, reports, short forms and evidence information. We were told that Incident Base Reporting was not working at the time of our visit (due to the upgrade) and the comment on when photos could be attached to the record but further investigation revealed that the Sheriff's Office did not attach photos to the record due to the limits of the DA and the State offices with e-Referral. It is something that will be added in the future when New World can send the record without the photo files for e-Referrals. Records that were Clues (two generations ago RMS), and transferred to Tiburon, had coding challenges and many did not transfer correctly. The Sheriff's Office continues to work to transfer over records. Of interest, some records that were originally in Clues, and not visible in Tiburon, have successfully transferred to New World.

DETECTIVES

We found the detectives group believes that the new system handles electronic documents for the District Attorney's Office very well. New World works especially well for DOC (Department of Corrections) data and allows electronic files to be connected to a case. Mobile seems to be a good tool for them and works great. What is an issue is evidence. From the perspective of the detectives spoken to, the evidence system is pretty useless for the detectives. They find searching very difficult and its numbering system is random, which does not allow them to use their code system from the past which was helpful. Further investigation on this area revealed If searching for a particular piece of evidence (such as a gun) is cumbersome if it was entered in Tiburon and then transferred over to new World. Based on differences in available parameters in each, New World does not sort this evidence that was originally entered into Tiburon effectively. It produces a very large list that must be sorted through. As evidence is now entered directly into New World, this issue will decrease over time.

Another concern brought to our attention was the way the system handles adding additional evidence to a case. The group explained that they have to retype all of the evidence in order to add an additional piece. In actuality additional evidence does not require an entire record to be retyped. It involves entry to New World's "Property Quick Entry" and a supplement (in Deputies Report) describing the property. These steps tie all of the evidence information together into one RMS and not two, un-joined, systems as it was before (Tiburon and File On Q).

New World does not have enough fields for all data information and some of the fields are too restrictive (example is using the word TRACE when referring to a quantity). Nothing can be entered without first creating a global jacket which is frustrating to them and may be simply an adjustment from old system to new. The old evidence system File On Q was much more efficient from their perspective.

The feedback received by the group is evidence that further communications is necessary between the Detectives themselves as well as between them and their supervisors. The information on how the systems works had been shared previously with the detectives but continued education will be provided with these and all other relevant issues.

Finally, the entire group felt an MDC would be VERY useful for detectives – the old ones from patrol can easily be deployed.

JAIL

We visited with Jail and spoke to several people on how things were working. They are generally pleased with system and felt that many complaints are just from change having to learn new. The new system does have many more screens than the old system but Intake/booking is much faster. The exception is photos and printing as it is much more involved (and slower). The filters on search do not work well which was really the only complaint. At the time of our visit the loss of the laundry report during the upgrade was their big issue.

ADMINISTRATION

We did meet with administration and found them to be very dedicated and knowledgeable of the system and were able to identify and fix many issues at our visit.

It appears that most IT functions are working well. New computers in jail and MDC units speed all processes. User settings need to be adjusted and some training done. MDC units need to be issued to detectives.

As data is verified, training and processes are improved, the system will work adequately. The increased data availability and cross jurisdictional usability will improve the ability of Law Enforcement to do their job.

Next Steps

It is very important that the Information Technology department and the Sheriff's Office have a clear communication path to ensure that any issues or concerns that arise are given the attention it deserves. Going forward both departments have agreed to have a weekly meeting to discuss current and ongoing concerns or issues with the Sheriff's Office systems. Lt. Aaron Ellis, Communications Director, Ruth Otto and Kevin Nakielski, Database Administrator will meet weekly.

There will continue to be system updates and improvements. New World has update Version 10.3 planned for late summer. This update will again address not only known issues or concerns but add additional functionality that has been planned by not only Dodge County but other agencies who use the system.

Finally, the Sheriff's Office and the Information Technology departments will continue to provide ongoing training and support to the staff of the Sheriff's Office to ensure that all feel confident and comfortable with the technology they use to do their jobs.